

What We Do Makes A Difference



Idaho Commission on Aging

2003 Annual Report



Dear Friends:

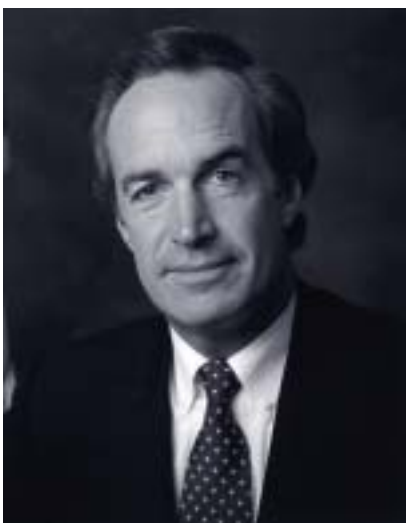
The foundation of our state's promising future was laid by the generations of Idahoans who are now senior citizens. Idaho's rich history is a reflection of the tenacity and determination of earlier generations. Because of their role in our history and future, it's fitting that we provide our 200,000 citizens over 60 with services and programs that help them age with dignity.

The Idaho Commission on Aging (ICOA) provides access to services through the six Area Agencies on Aging, and an extensive aging network in Idaho's 44 counties. This network of advocates works diligently to assure that most seniors can remain in their chosen communities.

The collaborative efforts of the ICOA make cost-effective services more available to Idaho's seniors through program partnerships including the Older Worker Program with the Department of Labor, and the Medicare Education Program with the Department of Insurance. The Older Worker Program is again in the top rankings for placement results. The Medicare Education Program helps cut down on costs to patients, Medicare or Medicaid, and insurance by assuring that billing errors are eliminated.

Through new programs like the Alzheimer's Disease grant project and several healthy aging projects, we are planning for a brighter future for our seniors. And other new partnerships are being developed to increase the scope of assistance and broaden the outreach, while controlling costs.

As the new Chairman of the National Governors' Association, I selected the initiative for my term: **"A lifetime of health and dignity: Confronting long-term care challenges in America,"** to highlight the importance of planning for the future. The ICOA is an integral part of that focus. We need to encourage better health through proper nutrition and exercise for all of Idaho's citizens, especially our seniors.



The personal commitment shown by our Commission and the aging network is appreciated. I thank all of you for your efforts to provide opportunities for Idaho's senior population to safely lead active, healthy and productive lives.

Sincerely,

A handwritten signature in dark ink, reading "Dirk Kempthorne".

DIRK KEMPTHORNE
Governor



Dear Governor Kempthorne:

In providing the 2003 Annual Report for the Idaho Commission on Aging, I want to highlight the efforts of the ICOA staff, Area Agencies on Aging, and others who are part of the aging network, to meet the needs of seniors in Idaho. This year has been difficult financially for the Commission on Aging and its aging network, just as it has on other agencies and all Idahoans.

As Governor, you have clearly shown concern for our more vulnerable citizens and elders with your stated agenda as Chairman of the National Governors' Association (NGA). Your initiative: **"A lifetime of health and dignity: Confronting long-term care challenges in America"** will provide a spotlight on the importance of planning for the future.

The services provided by the Idaho Commission on Aging (ICOA) and its Area Agencies on Aging (AAA) allow individuals to remain independent in their chosen home communities. I am sure that the information compiled by the NGA regarding best practices for community-based care, including the use of technology and transportation practices, will prove the value of home and community-based services as provided by the ICOA with funding through the Idaho Senior Services Act and the Older Americans Act.

In the FY 2003 report, we are focusing on the good that has been accomplished, despite the difficulty of creating waiting lists for the first time in years and dealing with the frustration of being unable to help everyone. In several programs, the aging network provided services to fewer individuals due to increased costs and more difficult cases involving the "older" old. We are also providing information about how we help elderly individuals and how they help themselves.

During FY 2003, ICOA requested and received a grant for \$230,438 annually, for three years, to assist people with Alzheimer's Disease, and their caregivers, to deal with this cruel and devastating "stealer of the mind." We have access to the grant funds beginning August 2003. We have submitted and will continue to apply for all relevant grants, including those for health promotion to help seniors become more aware that they have the ability to live healthier lives.

ICOA will continue to provide the most cost-effective safety net we possibly can to Idaho seniors. We pledge to continue to distribute financial and technical resources to the AAAs, where services are provided locally – the least expensive way of helping seniors remain in their chosen communities. Our agency will maintain current, and develop new partnerships with state, federal, and local government, non-profit agencies, and businesses in order to enhance the use of our resources. All Idahoans can help by preparing themselves to take advantage of the aging process and its benefits through education, planning, and action.

I appreciate the opportunity to serve seniors and their families, and Idaho, as a part of the Idaho Commission on Aging. This agency makes a difference in the lives of older Idahoan's, their families and their communities.

Sincerely,

Lois S Bauer

LOIS S. BAUER
Administrator

The Idaho Commission on Aging

The Idaho Commission on Aging (ICOA) is a state government agency under the oversight of the Executive Office of the Governor. The ICOA administers and ensures compliance of federally funded programs under the Older Americans Act, which was reauthorized in 2000.

Through a statewide network of six Area Agencies on Aging, the ICOA provides many benefits and services to the 200,103 plus people in Idaho over the age of 60. This population continues to grow, with those 75 and older being the fastest growing segment from 2001 to 2002.

Thousands of dollars are spent each year to provide a wide array of services to older Idahoans from abuse protection to transportation services. These services are delivered through the six Area Agencies covering all 44 counties in Idaho.

While older people continue to be ICOA's primary concern, their families and communities remain a focus. As we move forward, the ICOA will continue to provide innovation and valuable services to older Idahoans, their families, and communities.

Our Board

Powers and Duties

1. Serve as an advocate within state government and the community for older Idahoans;
2. Serve as an advisory body regarding state legislative issues affecting older Idahoans;
3. In accordance with chapter 52, title 67, Idaho Code, promulgate, adopt, amend, and rescind rules related to programs and services administered by the commission;
4. Enter into funding agreements as grants and contracts within the limits of appropriated funds to carry out programs and services for older Idahoans;
5. Conduct public hearings and evaluations to determine the health and social needs of older Idahoans, and determine the public and private resources to meet those needs;
6. Designate “planning and service areas” and area agencies on aging in accordance with the Older Americans Act and federal regulations promulgated thereunder. The commission shall review the boundaries of the “planning and service areas” periodically and shall change them as necessary;
7. On or before the first day of December in 1995 and each year thereafter; submit a report to the governor and the legislature of its accomplishments and recommendations for improvements of programs and services for older Idahoans;
8. Administer and perform any other related functions or activities assigned to the commission by the governor.



Area I

John Albee
Post Falls, ID 83854
(208) 777-7213
Expires: July 2005



Area II

Laurine Nightingale
Cottonwood, ID 83522
(208) 962-8691
Expires: July 2005



Area III

Bill Brewer
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Area IV

Carole Stennett
Buhl, ID 83316
(208) 543-4419
July: July 2006



Area V

Dale McFarland, Chair
Lava Hot Springs, ID 83246
(208) 776-5372
Expires: July 2006



Area VI

Carol Taylor, Vice Chair
Victor, ID 83455
(208) 787-2737
Expires: July 2006



At-Large

Art Finnell
Meridian, ID 83642
(208) 888-1287
Expires: July 2005

Our Programs and Services Make a Difference

Adult Day Care is a community-based group day care program designed to provide a variety of health, social, and support services in a protective setting

Adult Protection (AP) workers investigate reported allegations of financial exploitation, physical abuse, neglect (including self-neglect), and abandonment of vulnerable adults (persons aged 18 and older).

Case Management primarily serves frail individuals with multiple service needs who require assistance in accessing available services and are at-risk of institutional placement.

Chore Program workers assist frail, homebound, older persons with minor home repair and maintenance.

Congregate Meals are hot meals served primarily at senior citizen centers.

Friendly Visiting is performed by individuals (usually volunteers) who visit or read to an older person in the older person's home.

Health Promotion provides exercise and wellness programs and information.

Home-Delivered Meals are hot, cold, or frozen meals delivered to the homes of homebound and incapacitated older individuals.

Homemaker Programs provide assistance to frail or homebound older persons with housekeeping, laundry, essential errands, and meal preparation.

Information and Assistance is a telephone or "walk-in" service which older persons or their family members can access to find out about programs and services available in their community.

Legal Assistance is legal advice, counseling, or representation by an attorney, or other person acting under the supervision of an attorney, for older individuals with economic or social needs.

Nutritional Education/Counseling provides information related to diet and health in the form of printed material or presentations.

Older Worker Programs help low-income, unemployed seniors regain their economic independence and self sufficiency.

Ombudsman Program acts as advocates for the elderly, investigating complaints and responding to requests for assistance from older individuals living in long-term care facilities.

Outreach Program identifies older persons in the community who are not receiving services or benefits to which they are entitled.

Respite provides full-time caregivers of homebound persons much needed occasional breaks from their caregiving responsibilities.

Telephone Reassurance calls participants at a certain time of day to check on their well being.

Transportation Assistance is available in communities throughout the state for older persons who have no other means of transportation.

Chore

Older individuals often need some help with minor home repairs and maintenance. The Area Agencies on Aging reported 308 persons were helped in FY 2003.

Homemaker

In FY 2003, approximately 6,088 older Idahoans were helped in their homes with housekeeping, laundry, meal preparation, essential shopping and errands.

Home-delivered Meals

Adequate nutrition is essential for healthy aging and the prevention or delay of chronic disease and disease-related disabilities. The home-delivered meals program provides nutritious meals to the residences of homebound older individuals who are frail, unable to independently prepare meals themselves and unable to participate in a congregate meal program. Thanks to the efforts of volunteers who graciously give of their time, 523,594 meals were delivered to homes throughout Idaho during FY 2003. The home-delivered meals program enables older Idahoans to avoid or delay costly institutionalization and allows them to stay in their homes and communities. The Older Americans Act allows for the meal recipient to voluntarily contribute to the cost of a meal, but no eligible older individual can be denied a meal if they cannot or do not contribute. This requirement also applies to the congregate meal program.

Congregate Meals

The congregate meals program provides nutritious meals in a group setting such as senior or community centers, churches or schools. The congregate program also provides older individuals with positive interaction, mental stimulation, and informal support systems as well as the

opportunity for meaningful community involvement. For FY 2003, congregate meal providers in Idaho served more than 647,238 meals to seniors and their guests. Meals served in the program must provide at least one-third of the current daily Recommended Dietary Allowances (RDA) and comply with the current Dietary Guidelines for Americans. Congregate meal providers must also comply with state and local health laws regarding the safe and sanitary production, service and delivery of meals.

Transportation

As people age, isolation becomes a growing problem, and access and mobility become increasingly critical needs. When older persons lose the ability to drive, they frequently suffer substantial losses in physical and mental health. The most basic needs of Idaho's older individuals require affordable reliable transportation options that provide the ability to live independently, access to medical and social services, and the feeling of belonging to the community.

In Idaho, transportation is provided through the Area Agencies on Aging (AAAs) in several different ways. AAAs may contract with local senior centers for the operation of the senior center van to provide transportation for seniors. Transportation services are generally from an individual's home to the senior center for nutritious meals, activities and socialization and frequently accommodates for medical appointments, shopping or outings into the community. In other cases, AAAs contract with public transportation or non-profit transportation agencies to provide transportation services for older individuals via fixed route bus service or scheduled door-to-door service. The Older Americans Act and Idaho Senior Services Act through the Idaho Commission on Aging pro-

Our Programs and Services Make a Difference

vide funding used to defray some of the operating costs.

In FY2003, 189,865 one-way trips were provided to older Idahoans. Idaho's senior citizens have expressed the need for increased access to transportation, especially for those older individuals living in rural areas of our state. The challenge in providing service for rural citizens becomes the amount of time involved for travel to a rural area for pick-up, travel to the destination, and then the return trip home. Consequently, many rural areas in Idaho do not have access to transportation services because of limited availability and funding.

Information and Assistance

Comprehensive Information & Assistance (I&A) programs are the central components of the six local Idaho Area Agencies on Aging (AAA) access and assistance delivery systems.

I&A services are designed as a one-stop access point to obtain information and referrals to programs and resources that may assist an older person to remain in his/her home or home community.

I&A staff are knowledgeable AAA employees who can assist older persons and their family caregivers with questions concerning a variety of social services available to older adults, disabled persons, and informal caregivers. During FY 2003, I & A staff received more than 17,743 calls from seniors and their families when changes in health, finances, or living arrangements made it necessary to obtain supportive services in the home or to evaluate alternative living situations.

As with any service under the Older Americans Act, there is no charge for Information & Assistance services, but tax-deductible donations are encouraged from those who can afford them.

Case Management

Case management is a package program of supportive in-home services such as Homemaker, Chore, Home-Delivered Meals, and Respite for individuals and informal family caregivers. Pursuant to a contract with ICOA, Case Management staff from Idaho's six Area Agencies on Aging provides the Case Management program.

The Case Management program provides a skilled case manager to work with older adults, disabled seniors, and their informal family caregivers. Together, a case manager and client develop an individualized supportive service plan designed to assist older adults to remain in their homes or home communities. This program is also provided to informal family caregivers as a part of the National Family Caregiver Support Program. Funding through the Idaho Senior Services Act and federal Older Americans Act is utilized to provide case management support to assist seniors and caregivers in gaining access to supportive and respite services.

Supportive services are monitored through the Case Management program to ensure the greatest degree of individual and family independence, safety, and well-being. The Case Management program is the supportive service key that helped to deliver knowledge and support to over 11,086 older adults, disabled seniors, and their family caregivers faced with making important decisions about their future during FY 2003.

Employment and Training Services for Older Workers

ICOA's Older Worker programs serve low-income, unemployed seniors who are 55 years and older. Many have not worked for a long time and have outdated skills. The programs help seniors obtain the training they need to successfully compete for jobs; economic independence and self-sufficiency are the goals. Substantive community service is another program goal.

The programs provide employment planning, skill training, work experience, and placement services. This past year, our Senior Community Service Employment Program (SCSEP) fared well. Idaho's enrollment goal, which is set by the U. S. Department of Labor, was 94 enrollments. At the program year's end, 138 older individuals had been served. Seniors were placed in jobs at an average wage of \$7.58 per hour. Thirty-six percent (36%) of those placed in jobs received employer-paid health benefits. Idaho's Workforce Investment Act Adult Program, which is closely coordinated with the SCSEP, served 89 older workers.

Idaho's SCSEP program has consistently out-performed others – the U. S. Department of Labor has ranked Idaho's program first in the nation for seven of the last twelve years in successfully placing seniors in jobs. Idaho's place-

ment rate reached 61% this year. The minimum placement goal established by the U. S. Department of Labor is 20%. Older workers obtained jobs in a wide variety of occupations: truck driver, dietary aide, nurse aid, shelter home manager, therapy technician, etc.

This past year, seniors completed 60,916 hours of community service. Twenty-three thousand of those hours supported the elderly community (cooking and delivering meals to home-bound, frail elderly, and providing office support to local aging and adult protective service programs). Thirty-seven thousand hours supported general community activities in libraries, schools, parks and non-profit organizations.

The U. S. Department of Labor also profiled Idaho's Older Worker initiatives as "best practice" for coordination with our state's One- Stop Career system.

ICOA staff also began work on a campaign to focus on the value of the aging worker. The intent is to provide materials and related information to assist local Older Worker Program staff in their efforts to market older workers to employers. The publicity effort features Idaho weatherman personality, Marty Holtman,



Marty Holtman encourages business' to hire older workers

Idaho's Adult Protective Services: Protecting Vulnerable Adults

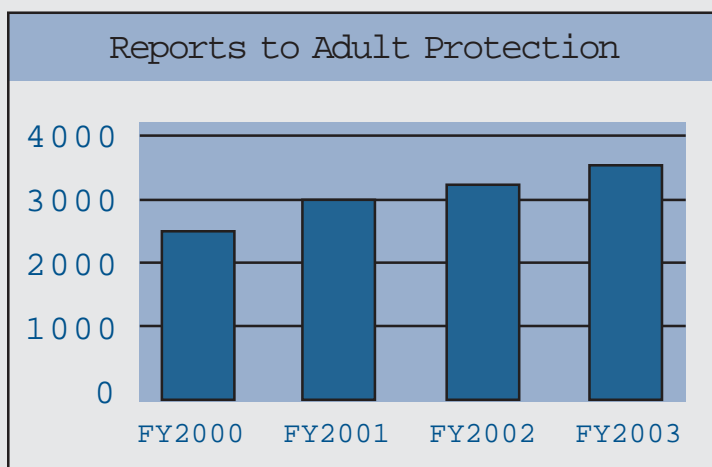
Adult Protective Services (“APS”) investigates reports of abuse, neglect (including self neglect), and exploitation involving vulnerable adults and takes remedial measures to reduce or eliminate the abusive, neglectful, or exploitative situation. Although some of these reports involve reprehensible behavior, others involve well-meaning individuals who are simply unaware of the supports available in the community.

For example, APS recently received a referral concerning a developmentally disabled adult female. The individual’s mother had been hospitalized and her daughter was home alone, causing the mother to be concerned about her daughter’s safety and well-being. When APS investigators checked on the daughter, they found her to be very worried about her mother and fearful about being alone. After assessing the daughter and determining that she was not able to live on her own, APS immediately began to look for resources available to assist the daughter while her mother was hospitalized.

APS was able to locate a long lost relative who was able to assist APS in locating a temporary home for the daughter until her mother was able to return home. The care provider has given the daughter opportunities to participate in activities such as camping trips, and trips to the coast and elsewhere. The provider is also teaching the daughter important self-care skills. In the meantime, the relative and the apartment manager have revamped the

apartment where mother and daughter reside. When the mother is released from the hospital, she and her daughter will be able to return to their home with appropriate community supports to help them. In the process of assisting the mother and daughter, APS was able to reunite a family.

The number of reports of abuse, neglect (including self-neglect), and/or exploitation continues to increase. In FY 2003, Adult Protective Services received 3,571 reports involving alleged abuse, neglect and/or exploitation of a vulnerable adult (compared to 3,246 reports in FY 2002) and completed 2,554 investigations of abuse, neglect, and/or exploitation involving vulnerable adults. Of the investigated complaints, Adult Protective Services was able to gather sufficient evidence to substantiate an estimated 24 percent as having actually occurred. Approximately 79 percent of vulnerable adults in substantiated cases had the risk of further harm or injury reduced or eliminated.



Ombudsman

The Ombudsman program is a program mandated under the federal Older Americans Act. The goal of the Ombudsman program is to facilitate the resolution of problems regarding care and conditions in long-term care facilities. An ombudsman can assist with problems or questions regarding:

- the quality of long term care provided
- facility resident rights
- personal needs allowance
- physical abuse and neglect
- dietary needs
- financial issues (i.e. billing, government benefits, financial exploitation)
- physical or chemical restraints
- facility transfer and discharge issues
- privacy and confidentiality
- denial of community services
- alternatives to nursing home placement
- payment for long term care
- powers of attorney and guardianships
- availability and access to community services

In FY 2003, the Idaho Ombudsman program participated in a national project initiated by the Center for Medicare and Medicaid Services (CMS) to improve the quality of care in Idaho nursing homes. In cooperation with Qualis

Health and other interested parties, public education regarding quality of care was provided through media events, training for facilities, and promotion of quality measures now available to consumers to assist them in choosing a nursing home for a loved one.

The Ombudsman program continues to act in an advisory capacity for nursing homes that are now participating in a 3-year project to improve the quality of care offered to their residents.

For FY 2003, the Ombudsman program opened 3,029 complaints and closed 2,720 of those.

The Ombudsman program had a 72.9 percent successful resolution rate of long-term care facility complaints and a 46.8 percent successful for home care complaints. The percentage of complaints referred to other agencies was 49.1 percent.

The Ombudsman program made 223 presentations - an increase of 55 percent and made 1,653 visits—an increase of 9 percent.

Of the 2,720 closed complaints, 1,079 involved assisted-living facilities, 1,257 involved a nursing home, and 384 involved community long-term care.

Health Promotion

Under the Older Americans Act (OAA), Title III D, the Idaho Commission on Aging is given a small amount of money, which is distributed, to the six Area Agencies on Aging to contract out services for Medication Management and other health care and/or health promotion activities. Improvements in medicine, public health, science, and technology ensure that today's older Idahoans live longer and healthier lives than previous generations.

However, chronic diseases extract a particularly heavy health and economic burden on older adults due to associated long-term illness, diminished quality of life, and greatly increased health care costs. Although the risk of disease and disability clearly increase with age, poor health is not an inevitable consequence of aging. By practicing a healthy lifestyle and using early detection methods, much of the illness, disability, and death associated with chronic disease are avoidable.

Many Idahoans fail to make the connection between undertaking healthy behaviors today and the impact of these choices later in life. Studies by the National Institute of Aging indicate that healthy eating, physical activity, mental stimulation, not smoking, active social engagement, moderate use of alcohol, maintaining a safe environment, social support, and regular health care are important in maintaining health and independence.

With the rising cost of healthcare and medication, prevention and changing lifestyle changes becomes very important for individuals of all ages, and particularly for older Americans on fixed incomes.



How do you spell relief?

We spell it, “National Family Caregiver Support Program”.

Utilizing federal funding, each of the six Area Agencies on Aging (AAAs) provide services to caregivers through the National Family Caregiver Support Program (NFCSP). The NFCSP funds services in the following five categories for someone of any age caring for someone aged 60 or older: 1) Public Information; 2) Access to Services; 3) Caregiver Support Groups, Counseling and Training; 4) Respite (Relief) Services; 5) Supplemental Services. The NFCSP also serves grandparents or other relatives who are 60 years and older stepping in to raise children under the age of 19 years, whose parents are absent. For more information on these services, please contact the ICOA or the AAA located in your area.

Idaho KinCare Coalition

Issues such as sudden death, child abuse, substance abuse, domestic violence, unemployment, mental illness, incarceration, and poverty are causing many grandparents and other relatives to step in for absent parents and to accept responsibility for the daily activities of parenting. Utilizing funding from the NSCSP and a Brookdale Foundation grant, the Idaho Commission on Aging (ICOA) created the Idaho KinCare Coalition, a statewide coalition of agencies and individuals whose mission it is to support grandparents and other relative parents in their efforts to

raise the children in their care.

The Coalition’s members include:

- The Idaho Commission on Aging (facilitating agency,)
- AARP
- Area Agencies on Aging
- Idaho Headstart Association
- Idaho Department of Health and Welfare, Bureau of Children’s and families services
- Idaho State Bar Association
- University of Idaho Cooperative Extension System
- Idaho’s Congressional Offices
- Fourth District Court Guardianship Monitoring Program
- Grandparents as Parents Support Groups

Support groups are another focus of the Coalition. These support groups provide relief and information resources for relatives who have stepped in to parent children. Currently, there are support groups in Boise, Caldwell, Twin Falls, Idaho Falls, Bonner’s Ferry, Coeur d’Alene, Moscow, Pocatello, and the Mini-Cassia area. Groups are also forming in Lewiston and Hailey.

The Coalition also encourages education and public awareness statewide to illuminate the unique needs of grandparents and other relatives who are raising children informally outside of the child welfare system. As a part of this education effort, the University of Idaho Cooperative Extension System created KinCare Tip Sheets with useful information for grandparents and other relative parents, to help them access services, and tune-up their parenting skills. More information about the Idaho KinCare Coalition and the tip sheets is available on the ICOA website at idahoaging.com.

Making A Difference in Your Community

Area I: North Idaho Initiates Safe-At-Home Project



Lori Payton, Chairman of Adult Generation Enterprises, Inc., and Co-Owner of Key Mortgage Corporation, kicks off the Safe-At-Home project at an Ice Cream Social held at Sunshine Traders Restaurant on September 17, 2003, in Coeur d'Alene, ID

Each Area Agency on Aging is responsible for preparing a five year plan, that identifies unmet needs and strategies to meet those needs. This effort often involves many individuals, organizations, and public entities, all contributing toward a well-

developed plan and improving services to seniors.

When Area I, based out of Coeur d'Alene, developed its five-year plan, it became apparent that home safety was not being addressed in North Idaho. Because the area plan made note of this, activities have transpired toward making a difference for seniors whose homes may present safety hazards.

Working through Adult Generation Enterprises, Inc. (AGE), a small grant was funded by Citigroup Foundation to develop a Safe-At-Home project to address these needs. Citigroup funds, along with others donated to the project, will be used to make repairs and modifications in the homes of seniors, creating a safe and secure environment.

While developing the project AGE learned several facts about home safety. For example, one-third to one-half of all home accidents, including falls, can be prevented by making modifications to the home. Surveys indicate that 75 percent of the population 45 years and older believe

that home modifications would allow them to stay in the home 10 or more years than without the modifications. Treatment of injuries resulting from falls costs the U.S. more than \$20.2 billion annually.

A multitude of volunteers and church organizations have been located who are willing to offer well-qualified assistance to improve safety features in homes of seniors. What has been lacking is a coordinated approach to referral and the resources to purchase the supplies and equipment necessary to get the job done. Secured funds will help to purchase supplies and equipment including items such as grab bars, tub benches, wheelchair ramps, minor plumbing supplies, and other building materials.

Aging and Adult Services has been identified for centralized intake when needs are identified by providers and community members. The referrals could be for something as easy as changing light bulbs in a porch fixture or a stairwell, installing non-skid strips to a bathtub/shower, installing grab bars in the bathroom, tightening loose handrails, changing batteries in smoke detectors or the detectors themselves, or replacing broken steps on a porch. Perhaps the senior may need large numbers installed on their house, a wheel chair ramp built into their home, stairs rebuilt or swing-clear hinges installed.

A volunteer coordinator with experience in the building industry was recruited by AGE, to respond to all referrals by making an on-site assessment and matching up volunteers who can complete the needed repairs and modifications.

The project will begin in Kootenai County. AGE will then develop resources to expand into other counties as needs are identified.



People line up for ice cream and toppings at Area I Ice Cream Social where Safe-at-Home project is announced.

Area II: North Idaho Senior Games

One hundred and nine people registered for The 2003 North Idaho Senior Games. That number included 70 males and 39 females. The oldest contestant was an 83-year-old male who participated in two table tennis events and took home the gold in horseshoes. Only one 50-year-old participated this year. Over 21% of participants were in the 60-64-year category. Both 65 - 69 and 70-74 year-old categories boasted 16.5% of participants. Track and field events were the most popular again this year, with 34 participants (32.2%). Pickle Ball was new to us this year and attracted 19 players (17.4%). Games included Track and Field, Pickle Ball, 5K Run, Table Tennis, Swimming, 5K fun walk, Bowling, Horseshoes, Tennis, Gold, Trap Shoot, Putting and Racquetball. North Idaho Senior Games 2004 are scheduled for the week of June 7, 2004. Archery and Bicycling will be new events in 2004.

Medication Management Project

Case Management provided demographics that indicated areas of need for information and assistance with medications. The Retired Senior Volunteer Program offered to provide retired medical professionals to meet one on one with participants. The Ombudsman researched material and put together a training program for volunteers and a community presentation. The Ombudsman presented training for seven RSVP Volunteers to assist Region II's frail elderly with management of their medications. The Medication Management Project presentation includes information gleaned from the Regional Governor's Conference on Aging in Coeur d'Alene and a short video, "Mrs. Johnson and Her Advocate Angel", which encourages viewers to write down important health information.



Area III: Southwest Idaho Agency on Aging

This past year has been very rewarding for the Area Agency on Aging to say the least. Many changes and restructuring has taken place within Area III. We have new staff people that are working very hard at moving us into the 21st Century with programs and services.

Area III is very proud of the Mobile Respite program available in seven of the ten counties we serve. CNA's travel daily to senior centers and occasionally to homes giving respite to family members who would otherwise not have the opportunity to leave their loved ones for a short amount of time.

Our Information and Assistance staff is now using the Sams 2000 database, making up-to-date client information readily accessible. Area III has developed a Resource Guide, which describes our structure and services. This guide is available upon request.

Senior Games are a very important part of our outreach; focusing on exercise and social gathers, helping to keep seniors active.

Area IV: Agency on Aging

Area IV has been busy with our Grandparents as Parents and Relatives as Parents programs. Twin Falls just celebrated their one-year anniversary and in April 2003, the Mini-Cassia support group met for the first time. We had 28 grandparents and children come for our summer picnic at Storybook Park in Burley. We continue to increase awareness of our programs and explore ways to establish support groups.

Area V: Helping Seniors

Sylvia Lorraine Miller, 86, struggles just to breathe and get out of bed each day. “I think I’m used to taking care of myself. It’s just hard keeping track of my medications. I’m on just about everything there is,” Miller says.

Because Mrs. Miller has extremely poor eyesight, she can’t read her medication labels. Her son has tried to help by writing what each medication is in large, dark letters. This helps her see the labels better and she can tell what medication she is taking by the shape, feel, and color.

Mrs. Miller is also on oxygen at all times to help her breathe. She struggles to keep her home clean and her kitchen shelves stocked with food. Mrs. Miller finds she is unable to care for herself as she has in the past; tasks such as cleaning her home, shopping or even caring for her dog, Jaylyn, have become difficult.

A caseworker from Area Agency on Aging works with Mrs. Miller to get her the services she needs. Her caseworker is helping her apply for Medicaid so she can get more services. For now, she gives a monthly \$10.00 donation to use housekeeping services. A worker arrives once every two weeks for two hours to do light cleaning.

“It helps a great deal,” she said. “I get right down bedridden a lot of times.” On Tuesday, Mrs. Miller said someone came to her home to clean the kitchen, help her shower and write a birthday card. She had been in bed for almost 10 days struggling with her emphysema, joint and muscle problems, and congestion.

Mrs. Miller says she is excited to receive help from the Area Agency on Aging. She hopes to know soon if she will qualify for additional help.



Area VI: Grandparents Raising Grandchildren

Eastern Idaho’s Grandparents Raising Grandchildren Program and Support Group had an exciting and eventful year. Many needs have been identified and challenges presented. We brought in parenting counselors, clinical counselors, and legal professionals, along with fire and water safety specialist to talk with our support group participants. We have planned each year to have two social events for grandparents and their grandchildren. Our first Pizza Xmas party was a great success with a gift ornament tree. Our Back to School Summer Picnic was also a great success with fried chicken, salads, tickets to the Zoo and tickets for rides next to the local zoo. The older responsible grandchildren played with and entertained the little ones on the play equipment next to the picnic tables. The grandparents were so excited to have the children entertained so they could sit and share with each other. The majority of our grandparents have been under 60. The National Family Caregivers Support Program serves grandparents 60 and over, leaving us with a large gap in services. We applied and were very fortunate to receive a grant from the Brookdale Foundation in July to serve those grandparents who are under 60. We have placed the majority of our funding into legal assistance, some childcare, and emergency transportation. Our GRG flyer is now available in Spanish thanks to a small grant made available from the Idaho Commission on Aging. We are organizing a GRG Community Resource Council with committees to address the need of Grandparents Raising Grandchildren, promoting the program and support group, and policy changes. Work is in progress to develop a support group in Salmon the first of the year, 2004 and a group in Driggs in the fall of 2004.



State and Federal Programs

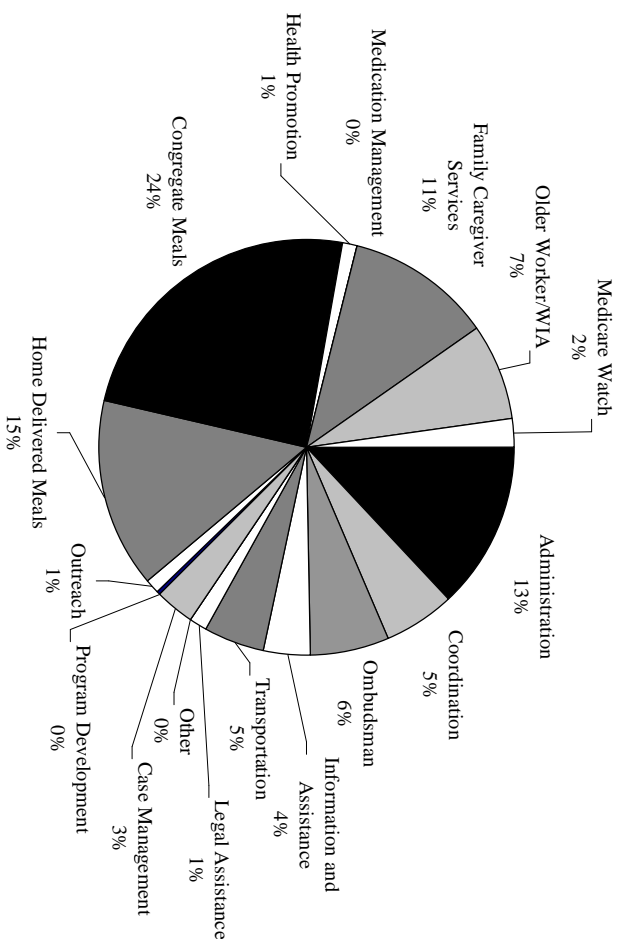
Statewide Programs:

State Ombudsman	\$ 30,511.59	\$ 20,064.74		\$ 50,576.33
Administration of State Plan	\$ 425,988.71	\$ 380,175.82		\$ 806,164.53
Medicare Watch	\$ 31,655.92	\$ 112,058.89		\$ 191,545.48
Elder Abuse		\$ 21,791.84	\$ 47,830.67	\$ 21,791.84
Older Worker Programs	\$ 21,943.78	\$ 60,974.60		\$ 82,918.38
Other Grants				\$ 5,454.60
Subtotal	\$ 510,100.00	\$ 595,065.89	\$ 47,830.67	\$ 1,158,451.16

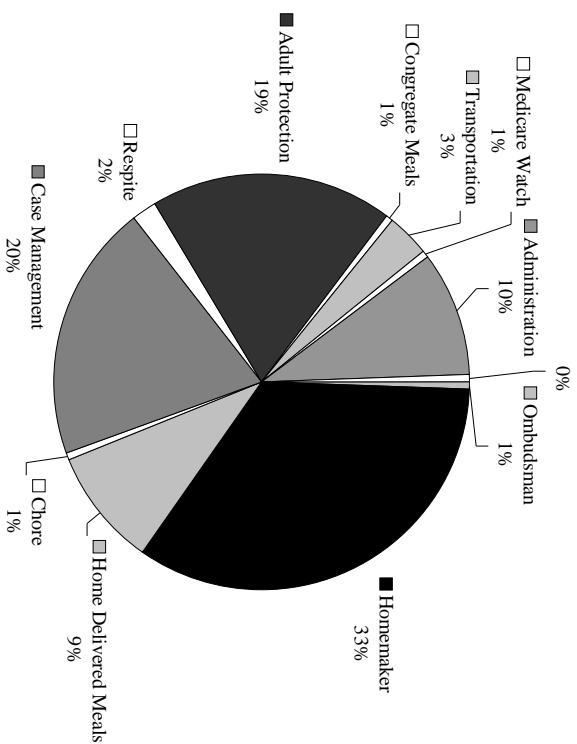
Area Programs:

	State (General): Area Agencies	Federal: Area Agencies	Federal: Other Subgrantees	Other:	Total
Coeur d'Alene	\$ 599,582.00	\$ 756,545.82	\$ 60,917		\$ 1,417,045.05
Lewiston	\$ 435,670.00	\$ 581,536.65	\$ 32,893		\$ 1,050,099.25
Boise	\$ 1,306,755.00	\$ 2,089,482.50	\$ 146,561		\$ 3,542,798.55
Twin Falls	\$ 573,337.00	\$ 955,204.33	\$ 94,305		\$ 1,622,845.92
Pocatello	\$ 540,463.00	\$ 777,426.37	\$ 55,041		\$ 1,372,930.41
Idaho Falls	\$ 461,653.00	\$ 686,286.83			\$ 1,147,939.83
Subtotal	\$ 3,917,460.00	\$ 5,846,482.50	\$ 389,716.51		\$10,153,659.01
Total	\$ 4,427,560.00	\$ 6,441,548.39	\$ 437,547.18	\$ 5,454.60	\$11,312,110.17

Federal Funds by Program



State Funds by Program



Area Agencies on Aging

The majority of local services administered by the Idaho Commission on Aging (ICOA) are managed by the six Area Agencies on Aging (AAA). The AAAs are available to offer needed assistance, supportive service and advice to seniors. The AAAs are staffed with workers dedicated and skilled in various fields such as social work, management and access to community resources.

The AAAs can assist older citizens and their families, neighbors and friends with many issues including: providing care for an older relative; creating care plans; investigating reports of abuse or neglect; concerns over care facilities; and recommending recreational, social and educational opportunities.

The Area Agencies are responsible for administration and management of sub-contracts for additional services. These contracted services include: homemaker, chore, respite, transportation, outreach, congregate and home-delivered meals, legal assistance, medication management, caregiver training and support, dental access for dentures, adult day care, and other special services.

The services are sub-contracted through a process of request for proposals and bids. The reason for using sub-contractors is to build service capacity in communities for all people needing assistance.

The AAAs, like ICOA, act as advocated for the aging and help to keep Idahoan's older citizens active and independent in their own communities.

Area I Agency on Aging

Pearl Bouchard, Director
Aging and Adult Services of North Idaho
1221 Ironwood Dr., Suite 102
Coeur d'Alene, ID 83814
(208) 667-3179 or (800) 786-5536
Counties: Boundary, Bonner, Kootenai, Benewah, and Shoshone

Area II Agency on Aging

Jenny Zorens, Director
Community Action Partnership
124 New 6th Street
Lewiston, ID 83501
(208) 743-5580 or (800) 877-3206
Counties: Latah, Clearwater, Nez Perce, Lewis, and Idaho

Area III Agency on Aging

Karin Hoffer-Boles, Director
Sage Community Resources
PO Box 311
25 W Idaho Street
Weiser, ID 83672
(208) 549-2411 or (800) 859-0324
Counties: Adams, Washington, Valley, Payette, Gem, Boise, Canyon, Ada, Elmore, and Owyhee

Area IV Agency on Aging

Jim Fields, Director
College of Southern Idaho
PO Box 1238
315 Falls Avenue
Twin Falls, ID 83303-1238
(208) 736-2122 or (800) 574-8656
Counties: Camas, Blaine, Gooding, Lincoln, Jerome, Minidoka, Twin Falls, and Cassia

Area V Agency on Aging

Sister Anthony Marie Greving, Director
Southeast Idaho Council on Governments
214 East Center Street
PO Box 6079
Pocatello, ID 83205
(208) 233-4032 or (800) 526-8129
Counties: Bingham, Power, Bannock, Oneida, Franklin, Caribou, and Bear Lake

Area VI Agency on Aging

Russ Spain, Director
Eastern Idaho Special Services Agency
PO Box 51098
357 Constitution Way
Idaho Falls, ID 83405
(208) 522-5391 or (800) 632-4813
Counties: Lemhi, Custer, Butte, Clark, Jefferson, Fremont, Madison, Teton, and Bonneville

Organizational Structure

Administrator

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Program Operations Manager

Sarah Scott

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State Ombudsman for the Elderly

Cathy Hart

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Senior Services Program Specialist

Deedra Hunt

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